
3B

Action

Credentialing and Certificated Assignments Committee

Implementation Plan to Require Credential Holders to Renew Credentials Online

Executive Summary: This agenda item proposes an implementation plan requiring credential holders to renew credentials online.

Recommended Action: The Commission require clear, professional and professional clear credential holders to renew their credentials online effective January 1, 2007 and approve the implementation plan.

Presenter: Dale Janssen, Director,
Certification, Assignment and Waivers Division

Strategic Plan Goal: 3

Provide Quality Customer Service

- ◆ Use technology innovation to maximize operational efficiency and improve customer access to information and services

Implementation Plan to Require Credential Holders to Renew Credentials Online

Introduction

At the June 1, 2006 Commission meeting, the Commission directed staff to prepare an implementation plan to require credential holders to renew their credentials online. This agenda item proposes an implementation plan to notify both employing agencies and credential holders that effective January 1, 2007 credential holders will be required to renew their credentials online.

Background

In June 2001 the Commission entered into a contract to develop and implement a three phase Teacher Credential Service Improvement Project (TCSIP). TCSIP was initiated because the old computer system was inadequate in response to current functional or informational needs of the Commission and the public. The antiquated technology did not integrate with external systems, lacked a comprehensive Web-enabled application/renewal submission function and was unable to serve the needs of the commission and its' stakeholders.

Phase 1 of the TCSIP was launched in October 2001, allowing teachers and administrators to view the status of applications on-line and provide public access to teachers' credentials online. Phase 2 was successfully implemented in June of 2002 and allows credential holders to renew and pay for their credentials online. Between June 2002 and April 2005, the renewal process required that each online file be printed so certification staff could update the data. Phase 3 included the development of a fully automated renewal process termed the Virtual Credential Officer (VCO). When a teacher renews a credential online, the automated process enters all data including application and payment data into Credential Automation System Enterprise (CASE) without manual intervention. The only manual process required is that of staff is to print the credentials and prepare the documents for mailing. Currently approximately 5000 credentials are renewed monthly online. The latest report shows that 52% of all teachers renewing credentials are using the online renewal system.

Initially only clear, professional and professional clear credentials could be renewed online. On May 8, teacher, master teacher, site supervisor and program director child development permits were added to the online renewal process.

In order for a teacher or child development permit holder to renew online they must first have access to the internet. Secondly, the system requires that the individual have an email address so he or she can be notified of the transaction and third, have either a Visa or MasterCard.

The advantage to the teacher to renew online is the receipt of the credential within ten business days. Usually the Commission staff can mail the online renewed credentials within five business

days. The advantage to the Commission is that it eliminates the need for the Cashiering and Certification Units to enter data into the database. The only manual process is the mailing of the documents.

Implementation Plan

As outlined above, the online renewal system is fully automated and can process an unlimited number of applications each day, consequently the technology requirement is already in place if the Commission takes action to require credential holders to renew online. It will take approximately five months to notify the field of the requirement; consequently staff is recommending implementation on January 1, 2007. The graphics department at California State University, Chico designed two 8 1/2 x 11 posters that staff will distribute to employing agencies to be placed in staff lounge areas. The posters can be found on page C&CA 4C page 3. Below is the proposed implementation plan:.

Implementation Plan for Requiring Credential Holders to Renew Credentials Online

Month	Action
August	<ul style="list-style-type: none"> • Publish Coded Correspondence • Distribute Press Release • Work with stakeholders to place articles in newsletters • Post notice on CCTC website • Include renewal flyers with credentials
September	• Mail posters to all employing agencies
October	• Work with Credential Counselors and Analysts of California (CCAC) to present Commission action at annual conference.
November	
December	• Credential Information Alert (this is a publication the CAW Division uses to communicate process changes with stakeholders) reminding credential analysts of the upcoming implementation date.
January	• 30 day grace period prior to returning paper applications for resubmission online.

Staff Recommendation

Staff recommendations that the Commission require clear, professional, and professional clear credential holders to renew their credentials online effective January 1, 2007 and adopt the proposed implementation plan.

